



2004 annual report



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Dr. Barbara Bolin

Ex-Officio Member
Special Advisor to the Governor
for Workforce Development
Richmond

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Post Office Box 1358
Richmond, Virginia 23218-1358
Phone (804) 786-2171
Fax (804) 225-2190
TTY 711
www.vaworkforcecouncil.com
E-mail rec@vaworkforce.com

Members

The Honorable Mark R. Warner
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The Honorable Jane Woods
Andrea Wooten

November 15, 2004

The Honorable Mark R. Warner
Governor
State Capitol, Third Floor
Richmond, Virginia 23219

Dear Governor Warner:

State governors have an immense stake, along with business and labor, in building the best workforce training and education system in the world. The Virginia Workforce Council exists to assist the Governor in meeting this tremendous challenge. The 2003 amendments to the Council statute made under your leadership clarified the role of the Council to advise you appropriately and to provide policy direction to the workforce system in the Commonwealth. This Annual report is the first that is required under the amended statute.

While the Council has not fundamentally changed the landscape at this early stage, the Council focus is on the right issues and the right relationships and there is tangible progress across the board. This past year, the Council issued policies to strengthen the workforce system foundation and provide clear direction to the local Workforce Investment Boards and the Virginia Workforce Network Centers. This report describes the accomplishments of the Council since the 2003 amendments and provides information on upcoming activities. Future reports will have a broader perspective and include outcomes for all state workforce training programs.

On behalf of the Council, I present you the Council's 2004 Annual Report. Thank you for the opportunity to serve the citizens of Virginia.

Sincerely,

A handwritten signature in black ink, appearing to read "Marjorie M. Connelly".

Marjorie M. Connelly, Chair



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INTRODUCTION

The Virginia Workforce Council is a 29-member business-led policy council whose purpose is to assist the Governor in meeting the workforce training needs in the Commonwealth. The duties of the Council are delineated in §2.2-2670 of the *Code of Virginia*. Those duties are:

- Provide policy advice to the Governor on workforce and workforce development issues.
- Provide policy direction to the local workforce investment boards.
- Identify current and emerging statewide workforce needs of the business community.
- Forecast and identify requirements for the new workforce.
- Create strategies that will match trained workers with available jobs.
- Establish the procedures, criteria and performance measures for the Workforce Development Training Fund established pursuant to Article 4 (§ 60.2-318 et. seq.) of Chapter 3 of Title 60.2.
- Provide an annual report to the Governor concerning its actions and determinations under numbers 1-5 above.
- Create procedures, guidelines and directives applicable to local workforce investment boards and the operation of one stops, as necessary and appropriate to carry out the purposes of the state law.
- Perform any act or function in accordance with the purposes of the state law.

The state law was amended in 2003 to clarify the policy duties of the Council. Those amendments included the requirement for an annual report to the Governor. The *2004 Virginia Workforce Council Annual Report* represents the first report in response to the new statutory mandate. The report provides background on workforce development in Virginia since the 1980s, the accomplishments of the Council as it relates to the Council goals since the 2003 amendments, and a description of major upcoming initiatives.

The Appendix contains performance data for the 17 Workforce Investment Areas in Virginia and WIA statewide performance. Additionally, a list of the Virginia Workforce Network Centers, outcome data for the state's Rapid Response program and the Department of Business Assistance's Workforce Services Program is included.



BACKGROUND

History of Workforce Development in the Commonwealth

In America, the decade of the 1980s ushered in a heightened awareness of an economic environment of free trade, international competition and global business relationships. The ability of each state to compete successfully in the world marketplace would hinge on its ability to build a skilled labor force second to none. Federal and state studies abounded on these issues.

In Virginia, from the mid-1980s to the late 1990's, the Executive and Legislative Branches conducted a myriad of studies on workforce training and development in the Commonwealth. By 1998, actions to institutionalize state activities to address the workforce needs of the 21st century began. The 1998 Virginia General Assembly created a Statewide Workforce Training Council to oversee workforce training needs in the Virginia Community College System (VCCS), identifying the VCCS as the coordinator for workforce training at the state level. With the enactment of the federal Workforce Investment Act (WIA) in the summer of 1998, the 1999 General Assembly amended the 1998 Statewide Workforce Training Council legislation, to establish the Virginia Workforce Council to encompass the duties of the State Board required under the WIA.

The 1999 amendments added four Cabinet members to the Virginia Workforce Council, moved workforce development structurally from Health and Human Resources to Commerce and Trade and designated the Secretary of Commerce and Trade as the lead to create the workforce development system

in the Commonwealth. Additionally, the Virginia Employment Commission (VEC) was designated as the fiscal agent for the WIA and given responsibility for WIA implementation.

The Council's deliberations in its initial years from 1999-2002 resulted in the 2002 strategic plan, which included goals that are now major state workforce policy initiatives. The Council's goals were directed at: improving the overall lack of coordination and direction for workforce development at the state level; the structural change in the state's economy and the state's response to this change; and the need for basic skill development and skill credentialing and portability.

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The Council's 2002 strategic goals were (Chart 1):

Chart 1

- A cabinet level or other senior-level position will be created to promote the coordination and cooperation of workforce development among all state and local stakeholders.
- Programs, to include an incumbent worker program at the state level, will be established to provide more focus on retraining and growing existing businesses and the workforce.
- A statewide program to recover out-of-school youth (ages 16-25) will be established by encouraging community colleges and other training providers to design pilot programs for targeted, pre-selected areas.
- A transferable and transportable skills credential will be developed that can both identify qualified employees and be used in career planning at all levels.
- Workforce Council governance as it relates to authorities and responsibilities will be clearly defined. All of these strategic goals emerged in revised state law or as part of Governor Warner's workforce and education reforms.

Additionally, in the Legislative Branch, the Joint Legislative Audit and Review Commission (JLARC) issued a report on workforce training in Virginia in November 2002. The report reviewed twenty-two employment and training programs in ten different agencies under three separate secretariats. Conclusions and recommendations called for structural, governance, accountability and leadership reforms at the state level.

Governor Mark Warner's Workforce Reforms

At the onset and throughout his administration, Governor Mark Warner has unveiled numerous workforce and education reforms, which raised the bar and momentum for policy deliberations on issues affecting Virginia's economic prosperity. On December 19, 2002, Governor Warner announced his Workforce Reforms, outlining the blueprint for systematic changes to create Virginia's workforce development system. This initiative included (Chart 2):

Chart 2

- Improvements in the one-stop workforce development centers.
- Development of a broader plan for workforce services restructuring.
- Appointment of a high-level coordinator for workforce development.
- Creation of a "Middle College."
- Reduction in the size of the Virginia Workforce Council.
- Requirements for local demand planning.
- Improvements in accountability.



In October 2003, Governor Warner added his “Education for a Lifetime Campaign” to the workforce reform agenda, including the Race to GED program and the Career Readiness Certificate.

2003 General Assembly Amendments to the Virginia Workforce Council Statute

During the 2003 General Assembly Session, Governor Warner led an effort to have legislation introduced to bring a 21st century approach to workforce development in the Commonwealth. HB 2075, which was passed in March 2003, included several Gubernatorial reforms and previous recommendations of the Council. The size of the Council was reduced to better enable the Council to develop workforce policy. The amendments clarified the policy role of the Council regarding the Governor and the WIBs. Further, WIBs are required to do demand planning to be more responsive to employer needs and to make improvements to the one-stops, including adding Temporary Assistance to Needy Families (TANF) and Food Stamp Employment and Training Programs (FSET) as required partners in the workforce system. In Virginia, the one-stop career centers are called the “Virginia Workforce Network.”

Virginia Workforce Council Vision, Mission and Goals

The revised legislation brought about a revised vision, mission and goals for the Council to ensure a strong focus for the Council’s statewide strategic leadership. The Council envisions the Commonwealth as having a world-class workforce system that is responsive to employer and worker needs

and creates a well-trained, well-educated and globally competitive workforce. This workforce is qualified to meet the needs of employers, both now and in the future, and is engaged in lifelong learning. The Council sees its mission as a business-led board that acts as principal advisor to the Governor and provides strategic leadership to the state regarding the workforce development system and its efforts to create a strong workforce aligned with employer needs. The Council’s current goals are to (Chart 3):

Chart 3

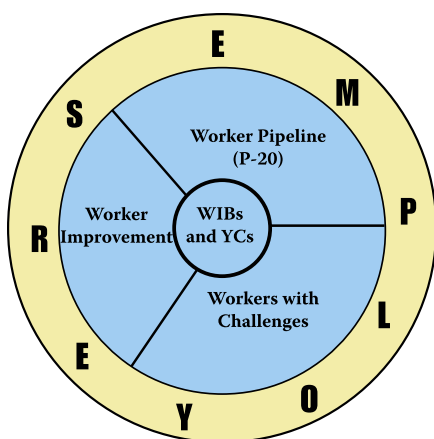
- Achieve greater integration and alignment of the various parties and programs with the Virginia Workforce Network
- Promote excellence in the operation of all Virginia Workforce Network Centers and WIBs.
- Increase the awareness, confidence and engagement of stakeholders in the Workforce Development System.
- Develop a robust set of metrics and processes to effectively assess and incent performance.
- Enhance the effectiveness of key players within the workforce system.

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Special Advisor to the Governor for Workforce Development

On July 1, 2003, Governor Warner announced the appointment of Barbara Bolin as the Commonwealth's first Governor's Special Advisor for Workforce Development. In August 2003, Dr. Bolin provided the Governor with a recommendation for creating a new vision of Virginia's Workforce and Career Development System, which would better coordinate services to meet employer, worker and jobseeker needs:

Workforce and Career Development System



The three sub-systems organize workforce and career development services into “customer clusters” to better leverage resources and programs based upon customer needs and targeted populations, resulting in skilled workers for employers:

- **Worker Pipeline**—This sub-system focuses on individuals who will be entering the labor force and are attending programs in primary and secondary education, secondary and post-secondary career and

technical education, community colleges, universities, and private technical schools.

- **Workers with Challenges**—This sub-system provides services to workers transitioning from unemployment or dependent status to income-earning independence. These individuals frequently receive services from one-stop career centers (known locally as “Virginia Workforce Network Centers”) and programs in adult education, federal job training for youth, adults, dislocated workers, vocational rehabilitation, and welfare reform.
- **Worker Improvement**—This sub-system provides services to incumbent workers who wish to improve their skills and earnings through employer-based training, customized training, and other skill-upgrading and credentialing programs.

In April 2004, legislation was enacted to codify the duties of the Special Advisor. These duties include leading the Council in implementing its policies and procedures for the Virginia Workforce System and reporting to the Governor and the Council annually on the progress in coordinating workforce resources statewide.



ACCOMPLISHMENTS

Policy Advice to the Governor

This section of the report describes the actions of the Council related to support of Gubernatorial initiatives and policy recommendations to the Governor. Further, these actions support the Council's goal to achieve a greater integration and alignment of various parties and programs within the Virginia Workforce Network.

Career Readiness Certificate

In October 2003, Governor Warner announced the creation a Career Readiness Certificate that gives workers a portable, recognized workforce credential and shows employers that job seekers have the required foundational job skills. The certificate confirms that an individual possesses basic workplace skills in reading for information, applied math, and locating information—skills that all jobs require—at three levels. *Bronze, Silver and Gold*. The Virginia Workforce Council provides oversight for the certificate. In October 2004, Virginia implemented its Career Readiness Certificate (CRC), initially awarding more than 5,200 certificates throughout the Commonwealth.

Incumbent and Aging Worker Study

Major economic transformations are underway in the Commonwealth with regard to the changing skill demands in the private sector and the changing characteristics of the workforce. In May 2003, the Council selected the Urban Institute to conduct a study of incumbent and aging workers. The study

was designed to provide the Council with information to make important incumbent worker policy recommendations and decisions over the next several years. The study concluded with six recommendations for improving the skills and training of workers in Virginia. The recommendations covered such areas as high-performance workforce systems, better use of labor market data, industry-specific sectoral training, partnerships between training providers and employers, untapped human capital among mature and older workers and on-going long-term support services for low-skilled disadvantaged workers. The Council will craft policy recommendations to the Governor, in this regard.

Governor's Summit on Career Development

In October 2003, as part of Governor Warner's *Education for a Lifetime* campaign, the first summit on career development signaled a new systematic approach to meeting the workforce needs of employers, workers and jobseekers. The summit highlighted best practices from Virginia and featured nationally recognized models for enhancing the partnership among business, education and government to create an employment-driven workforce and career development system.

WIA Budget Recommendations to Support Gubernatorial Initiatives

The Council continues to support Governor Warner's workforce and career reforms. For Fiscal Year 2005, the Council budget recommendations totaled \$1.640 million from the WIA 15 percent statewide funds for Gubernatorial initiatives, such as: Special Advisor's Office—\$400,000; Middle College—

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\$340,000; Incumbent Worker Training—\$400,000; Race to GED—\$230,000; Richmond WIB CERC Pilot—\$225,000; Virginia Career Education Foundation—\$25,000; and the Career Readiness Certificate—\$20,000.

Redesignation of Two Workforce Investment Areas

Local jurisdictions from two workforce investment areas determined that there would be a better economic, workforce and education alignment if one jurisdiction was transferred. The Local Elected Officials from the Central Virginia Workforce and the South Central workforce investment areas petitioned the Council to approve the change. In December 2003, the Council approved a recommendation to the Governor to redesignate the county of Appomattox from the South Central workforce investment area to the Central Virginia workforce investment area. This action supports the Council's intent to uphold sound local direction in the partnership with Local Elected Officials.

Workforce Collaboration with Career Education

Through the Office of the Governor's Special Advisor for Workforce Development, the Virginia Workforce Council dovetailed its career education efforts with the work of the Virginia Community College System (VCCS) and the Virginia Economic Development Partnership. Working with the Virginia Economic Development Partnership, the VCCS is conducting a cluster analysis by industry and occupation to facilitate the alignment of workforce education and training to develop the workforce necessary to meet employers'

skills needs. The analysis will provide the Virginia Workforce Council with a demand-driven framework and understanding to identify (1) what is the quality and quantity of the workforce needed in Virginia, now and in the future, and (2) how best to align workforce training and career education to produce the quality and quantity needed. It is expected that the Special Advisor to the Governor for Workforce Development and the Council will use the results to create recommendations and strategies for aligning workforce education and training with the economic development needs of Virginia, thereby creating a "well-trained, well-educated and globally competitive workforce" that is responsive to employer needs.

Policy Direction to the Local Workforce Investment Boards (WIBs)

This section focuses on Council deliberations directed at its goals of promoting excellence in the operation of the local WIBs and the Virginia Workforce Network Centers, enhancing the effectiveness of key players within the workforce system and increasing the awareness, confidence and engagement of stakeholders in the workforce development system.

State Level Memorandum of Understanding (MOU)

On November 5, 2003, the Secretaries of Commerce and Trade, Education and Health and Human Resources joined to sign an unprecedented State level MOU. The MOU sets forth the terms of agreement for cooperation and consultation with regard to the implementation of the WIA in Virginia



at the State level and provides a model for local MOU preparation. The purpose of the MOU is to advance the establishment of both cooperative and mutually beneficial relationships among the required WIA state partners and other partners whose participation is vital to bringing the Governor's workforce investment goals to fruition; and to set forth the relative responsibilities of the partners as they relate to the planning and implementation of the comprehensive workforce investment system in Virginia at both the state and local levels. This direction was vitally needed by the partners in the workforce system.

Strategic Direction

In November 2003, the Council held a strategic planning session to revise its vision, mission and goals and articulate the values and behaviors that are commensurate with the vision and mission. Early on, under the revised statute, the Council focused on providing strategic direction and feedback to the workforce system as a whole. Subsequent actions direct the establishment of an infrastructure of standards for performance, cooperation and collaboration among partners and customer service within the workforce development system.

Standards for the Virginia Workforce System

In March 2004, the Council adopted Standards for the workforce system in Virginia. The adoption of the Standards was preceded by vigorous debate among the various stakeholders in the workforce system. The standards consist of three parts. The first is the "System Governance Structure," whose purpose is to communicate the governance

structure for Virginia's Workforce and Career Development System, including the roles and responsibilities of the Governor, the Special Advisor for Workforce Development, the Virginia Workforce Council, the Local Workforce Investment Boards, and the Youth Councils. Next is the "WIB Member Selection Guidance," which provides a job description and qualifications guidance for WIB member selection. The last part is the "Minimum Standards for Service Delivery in the Virginia Workforce Network Centers." These standards serve as the base line criteria by which all local Virginia Workforce Network Centers will be certified. In addition, WIBs are to use the criteria when determining a local Virginia Workforce Center Operator's ability to operate the local Virginia Workforce Network Center consistent with the State's minimum requirements for service delivery.

Local Strategic Planning Guidance

Also, in March 2004, the Council adopted Local Strategic Planning guidance for the workforce system. The guidance provides for a phased approach to local planning to cover a three-year period starting on July 1, 2004 and includes demand planning. Local planning will take place in three phases. The first phase will result in an overall Strategic Plan for each WIB to be developed according to guidelines. The Strategic Plan goes above and beyond the traditional WIB planning that focused on WIA funding and compliance. The second phase will result in an Action Plan to operationalize the WIB's Strategic Plan. The Action Plan will identify strategic objectives and measurements in order to meet the WIB's strategic goals. The Action Plan will also include the WIA requirements

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for a local plan as referenced in law. The third phase will result in a Business Plan for the local service delivery system implemented through the Virginia Workforce Network Centers.

The Commonwealth provided, at no cost to the WIB, the services of a labor market information consultant to assist in the data collection and analysis for the development of the local environmental scan, which is the foundation for the local strategic planning process. The consultant(s) visit each area at least once at the beginning of the planning process, and are available to provide additional assistance throughout the planning cycle. The WIB is also encouraged to work with a local facilitator to help manage the overall strategic planning process.

Strengthening the WIB/Local Elected Official Relationship Through Collaboration with Economic Development

Along with strategic planning, the Council is focusing on economic development collaboration at the state and local level. A specific emphasis this year is on improving the central and key relationship between the WIBs and Local Elected Officials (LEOs). To that end, in September 2004, the Council and the Virginia Economic Developers Association sponsored a two-hour videoconference for LEOs at the 23 community colleges around the state on "Advancing Economic Development by Using the WIA."

The videoconference focused on ways in which communities are using the WIA to advance economic development initiatives in business attraction and recruitment; business retention and expansion; and business creation and start-up. Information about actors, activities, and resources in Virginia were

used to provide insights for building more effective relationships between economic and workforce development entities in order to advance economic development agendas. The intent was to increase awareness about the WIA and how LEOs can use the WIA to advance local economic development strategies. Providing basic knowledge and a framework for translating this knowledge into practice, in a context that will work in Virginia, were the major objectives of the videoconference. Approximately 300 LEOs, economic and workforce development and education officials participated in the videoconferences. The videoconferences will be followed up with six regional meetings around the state in October and November to provide hands-on technical assistance to LEOs and WIBs in implementing the lessons learned at the videoconferences.

At the request of the Council Chair, the US Department of Labor has also agreed to fund a similar full-day course for WIBs and staff titled "Introduction to Economic Development for Workforce System Leaders." This course will provide WIB members and staff, economic developers, and other key stakeholders with a basic understanding of the actors, activities, and resources in the fields of economic development and workforce development so that the two systems can begin to translate knowledge about this opportunity for collaboration into practice.

WIB Marketing Pilots

In September 2004, 3 WIBs (Western Virginia, Central Virginia and Northern Virginia) were awarded \$10,000 each for business marketing pilots to effect positive change in the use of the Virginia Workforce Network Centers by employers through increased awareness of each center's role



as a community resource in workforce and economic development. Each WIB will develop their own marketing initiatives and will develop targeted marketing tactics, including: public relations and new media strategies; radio and television public service announcements; an electronic newsletter for business customers; and a workforce summit event including local businesses, economic development, educators and workforce professionals.

Current and Emerging Statewide Workforce Needs of the Business Community

This section advances business needs and continues the focus on the Council's goal to achieve greater integration and alignment of the various workforce development programs. Incumbent worker training and the Council's involvement in various efforts to improve the quality and timeliness of occupational, economic and educational data to meet employer demands are discussed.

Incumbent Worker Training

As an integral part of Virginia's economic development effort, Workforce Services, a division of the Department of Business Assistance (DBA), provides value-added services and funding as an incentive for new job creation and capital investment. This program has again proven to be one of the most frequently utilized economic development incentives used to encourage existing companies to expand and attract new business locations to the Commonwealth.

Workforce Services Retraining Program provides consulting services and funding to companies to assist in training their existing work force. Companies participating in the program are typically integrating new technology into their production processes, changing product lines in keeping with marketplace demands, or changing service delivery processes that require new skills and technological capabilities.

During FY03, Workforce Services collaborated with the Virginia's Workforce Council and the Virginia Employment Commission (VEC) to implement an incumbent worker program. Upon receiving an allocation of \$762,325 from WIA funds, the program was established. This was an opportunity to mimic the current retraining program while leveraging the current infrastructure. Similar to all of DBA's initiatives, the program's distinction from other state-wide workforce programs continues to depend on an employer demand driven process. However, this program will identify projects that can utilize incumbent worker training (retraining) funding but which do not qualify under normal criteria; such as the capital investment requirement of \$500,000. Funding was targeted towards primarily small businesses of less than 100 employees or whose needs focused on entry level skills or workers. For example, Meredith-Godsey is a woman-owned business that supplies institutional food services to nursing homes, private schools, etc. This home grown Virginia-company put its workforce through a Safe Food Handling Certification Program required by the Food and Drug Administration. This not only increased the marketability of the company but provided entry-level workers with a transferable skill. The Virginia Workforce Council's goal was set at retraining 1,400 existing workers in

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FY03. This goal was exceeded by 24 percent by assisting 19 companies and funding 1,740 jobs.

In FY04, Workforce Services received another \$800,000 from the Council to continue the incumbent worker program with a goal of retraining 1,800 workers. Workforce Services is proud to report the assistance of 43 companies and funding of 2,081 jobs, exceeding the goal by 16 percent.

WIA funds made it possible to provide incumbent worker training for 27 small ship repair companies in the Hampton Roads area. These companies would not have qualified under Workforce Services' Retraining Program since most were less than the 10 required jobs and \$500,000 capital investment requirement. By utilizing WIA funds, Workforce Services partnered with the Tidewater Maritime Training Institute or TMTI and Tidewater Community College to deliver training in blueprint reading, welding, computer-aided drafting-design and ship yard/ship board safety. Workforce Services will be utilizing a portion of FY05 funding to continue this partnership and seeking out other "out of the box" strategies to assist businesses in developing their in-house human resource potential.



Virginia Department of Business Assistance

Workforce Services

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Company Name	Virginia Location	FY03 Jobs Funded	FY03 Spent-to-Date
DIMON, Inc.	Danville	131	\$65,893.00
End to End, Inc.	Portsmouth	41	\$14,520.97
Hanover Career Student Resource, Inc.	Hanover County	-	\$15,000.00
Hartz - America, Inc.	Rockingham County	25	\$10,001.75
HON Company	Chesterfield County	196	\$60,750.20
Hyosung America, Inc.	Albemarle County	100	\$78,867.00
ILM Corporation (Retraining)	Fredericksburg	10	\$2,516.70
Kanawha Medical Supply, Inc.	Richmond	78	\$39,350.22
Lebanon Apparel Corporation	Russell County	10	\$3,200.00
Meriwether-Godsey, Inc.	Lynchburg	300	\$105,024.00
National Textiles, Inc.	Galax	193	\$29,891.84
Networking Technologies and Support, Inc.	Richmond	8	\$6,400.00
Perry Judd's Inc.	Shenandoah County	24	\$14,769.12
Simmons Manufacturing Company	Spotsylvania County	82	\$41,052.27
Smurfit-Stone Container Corporation	Henrico County	28	\$23,800.00
The Spectacle Lens Group	Roanoke	42	\$22,070.16
Top Guard Security	Newport News	205	\$63,550.00
Utility Trailer, Atkins	Smyth County	200	\$55,448.00
Valcom	Roanoke	67	\$33,989.77
Totals—19 Projects		1,740	\$686,095.00

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Virginia Department of Business Assistance

Workforce Services

Fiscal Year 2004 WIA Report

Company Name	Virginia Location	FY04 Jobs Funded	FY04 Spent-to-Date
American Marine & Industrial*	Portsmouth	1	\$250.00
Arcon, Inc. *	Portsmouth	8	\$2,000.00
Associated Naval Architects*	Portsmouth	3	\$750.00
B&L Machine and Fabrication *	Portsmouth	3	\$750.00
Bailey Refrigeration Company, Inc.*	Portsmouth	3	\$750.00
Bohler Uddeholm Specialty Metals	Halifax County	30	\$18,000.00
C.R. Hudgins Plating, Inc.	Lynchburg	67	\$26,800.00
CE Thurston*	Portsmouth	14	\$3,500.00
ComputeK Inc.*	Portsmouth	4	\$1,000.00
Davis Boat Works*	Portsmouth	1	\$250.00
DeWitt Davis*	Portsmouth	1	\$250.00
Dickenson Community Hospital	Dickenson County	109	\$26,828.17
DMHMRSAS	Richmond	201	\$21,137.16
East Coast Repair & Fabrication*	Portsmouth	1	\$250.00
Epsilon Systems Solutions*	Portsmouth	2	\$500.00
Federal Mogul Corporation, North American Friction	Frederick County	250	\$100,005.00
Herc Products*	Portsmouth	1	\$250.00
IMS*	Portsmouth	4	\$1,000.00
International Flooring*	Portsmouth	1	\$250.00
J&H Cleaning & Petroleum*	Portsmouth	1	\$250.00
Joy Mining Machinery	Tazewell County	35	\$10,837.40
Joy Mining Machinery	Scott County	15	\$5,993.40



Company Name	Virginia Location	FY04 Jobs Funded	FY04 Spent-to-Date
LPI Technical*	Portsmouth	5	\$1,250.00
Lyon Shipyard*	Portsmouth	9	\$2,250.00
Main Industries Inc.*	Portsmouth	8	\$2,000.00
Marcor Remediation*	Portsmouth	2	\$500.00
Marine Chemist Services*	Portsmouth	2	\$500.00
Marine Hydraulics*	Portsmouth	1	\$250.00
Musser Lumber Sales, Inc.	Wythe County	12	\$4,623.48
O'Sullivan Industries	Halifax County	240	\$120,079.20
Piedmont Staffing*	Portsmouth	5	\$1,250.00
Pro-Pak, Inc.	Virginia Beach	13	\$5,705.05
Purewater Tech*	Portsmouth	7	\$1,750.00
Quality Marine, Inc.*	Portsmouth	7	\$1,750.00
Riggins Company*	Portsmouth	1	\$250.00
Rowe Furniture	Montgomery Co.	694	\$225,483.53
Salem Preferred Partners	Salem	109	\$43,925.91
Seaboard Bag Corporation	Richmond	50	\$20,391.50
Standard Calibrations, Inc.*	Portsmouth	5	\$1,250.00
Standex Engraving L.L.C.	Henrico County	90	\$45,045.00
Tidewater Staffing*	Portsmouth	1	\$250.00
Walker Machine & Foundry	Roanoke	65	\$19,895.20
Totals —43 Projects		2,081	\$720,000.00

**Companies trained under Tidewater Maritime Training Institute*

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Community Profiles

To further address employer needs and as part of the strategic planning process, guidance was provided for a comprehensive planning protocol to ensure the local system is employer-focused, and adequately assesses demand and supply. Each WIB was provided a Community Profile that illuminated relevant demographic, economic, and education trends and provided a solid foundation for demand-driven strategic planning. Each WIB Community Profile included an analysis that: 1) detailed the likely occupation-driven demand for education and training based on the VEC's most recent occupational employment projections and a crosswalk that identifies the training requirements for specific occupations; 2) assessed regional changes in required job skills based on projected changes in regional employment; and 3) identified the likely available pool of graduates based on IPEDS completion data.

Local Demand Planning

The 2003 amendments to the Council statute requires WIBs to submit annual demand plans based on a survey of local and regional businesses. The purpose of the demand plan is to identify the jobs and job skills needed by employers in each area. The demand plan will provide a realistic foundation on which to develop strategic responses to the current and future needs of local workers and businesses. This plan will help WIBs determine which training services they need to provide each year.

In June 2003, the Council approved 2 demand plan pilots for Smyth County and the Western Virginia WIB. The pilots would provide valuable lessons for statewide implementation of demand planning in 2004.

The pilots reported results in March 2004. One of the gaps identified was skill assessment of the existing workforce. The results revealed that employers are most concerned about "soft skills" or employability skill development. The development of a job readiness interpersonal skill curriculum is needed. Additionally, very few people were aware of the WIA, indicating that a state marketing effort is needed. The pilot experience provided valuable input for the subsequent local strategic planning guidance to better address employer needs.

Forecasting and Identifying Training Requirements for the New Workforce

This section introduces the start of the Council's efforts to improve the quality of workforce information and the Council's goal to develop a robust set of metrics and processes to effectively assess and incent performance.

Workforce Information

The shift of the workforce development system to become more demand-driven requires a sharper focus on the locus of employment growth, job skills requirements and a much better comprehension of employer needs to connect and prepare workers for current and future jobs. To be successful, workforce leaders and staff must be knowledgeable about their current and future labor markets, the high growth and high demand industries and the skills of the workforce. There is universal agreement that a 21st century workforce information system must grow in scope and sophistication if it is to satisfy a more demanding audience of information consumers.



The Council has joined with the VEC in addressing the strategic goals to guide the public investment in workforce information. Those goals are: generate more current and local information; deliver better analysis and more sophisticated interpretation; shift to a skills focus; further enhance information delivery; promote, strengthen and integrate the ability to use workforce information throughout the system; and stimulate competition and resource leveraging as a new business practice. The FY 2005 Workforce Information Core Products and Services Grant, which addresses the strategic goals, must be submitted to the US Department of Labor by September 30, 2004. For the first time, the Council Chair and the VEC will submit this plan jointly.

Regional Assessment of Workforce-Driven Demand for Educational Programs

The vision of the Council is to have a “world-class workforce system that is responsive to employer and worker needs and that creates a well-trained, well-educated and globally competitive workforce . . .” To that end, the Council is supporting the development of a demand-driven framework to understand the relationship between industry and occupational specific needs for training. To date, Council staff has provided a statewide analysis of the workforce-driven demand and supply of trained workers in the Commonwealth. Building on this and the Community Profiles approaches, the VCCS and Virginia Economic Development Partnership are conducting a cluster analysis by industry and occupation to facilitate the alignment of workforce education and training to develop the workforce necessary to meet employers’ skills needs.

In December 2003, the Virginia Workforce Council received the first *State Level Forecast of Training Requirements* report, which identified the state level demand and supply of trained workers in the Commonwealth. The report contained the identification of projected state demand occupations, the assessment of educational levels (including certificates and degrees) required for projected state demand occupations, the supply of graduates in programs leading to employment in state projected demand occupations, and a gap analysis.

Strategies to Match Trained Workers With Available Jobs

The section highlights a major initiative, supported by the Council, which began as part of Virginia’s participation in the National Governor’s Association’s (NGA) Workforce Policy Academy.

In September of 2002, Virginia was selected as one of six states to participate in a two-year Workforce Policy Academy. The NGA Center for Best Practices, in collaboration with three university partners, assisted the six state teams in developing and testing new strategies that address the current workforce policy challenges and craft a new vision for workforce development. The next generation of workforce development policies must engage the private sector and the entire public-private enterprise of training and education, starting with elementary and secondary school and continuing through college and working life. In this vision, workforce policies no longer just address the “second chance” system as they have in the past, but they are customized to the needs of individuals and employers and are linked closely to the economic priorities of

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states and communities. Ultimately, the success of workforce policy and programs must be measured by their contributions to the economy and the economic well-being of all individuals.

States chose goals to guide their participation in the Academy based on workforce areas requiring considerable developmental attention. Virginia developed three goals for their Academy experience. One goal was: to provide skilled workers to meet current and projected business and industry needs in the Commonwealth. A strategy to address this goal is to use career pathway models to support and facilitate skills training in high demand industries and occupations. The Maritime and Construction Industries and the Nursing occupation were identified as in high demand.

Virginia has established three Task Forces—Maritime, Nursing and Construction—to partner with business and industry and educators to ensure training programs address the skills needed. Virginia is also creating a 3-tiered Career Readiness Certificate to confirm to employers that an individual possesses basic workplace skills in reading, math and locating information. Work Keys will be used for assessment of readiness for Career Readiness Certificates and the 3 targeted industries will use the Career Readiness Certificate for entry level jobs by September 2005. The aim is to also align career pathways with these high-demand industries and occupations in K-12 and postsecondary education.



CONCLUSIONS AND NEXT STEPS

State governors have an immense stake, along with business and labor, in building the best workforce training and education system in the world. The Workforce Investment Act provides a governance, policy and service delivery framework for the States to engage in a 21st century approach to workforce skill development. The Council's role is to provide a statewide strategic vision, strategic goals and strategic direction, in partnership with the Governor, the Special Advisor, Workforce Investment Boards and other state and local stakeholders. From time to time, the Council has been passionate about certain tactical issues, and will engage, but this is not the primary purpose of the Council's focus. While the Council has not fundamentally changed the landscape in any profound way at this early stage, the focus is on the right things and the right relationships and there is tangible progress across the board. This next year, the Council will continue to strengthen the foundations of Virginia's workforce development system and begin to examine issues of accountability and the accessibility of the system.

In November 2004, the Governor's Special Advisor for Workforce Development will lead the Council in identifying performance measures for the Workforce and Career Development System. It is envisioned that the system's performance measures will apply to all federally, state and locally funded workforce education and training programs in the Commonwealth. Integrated and system-wide performance measures will ensure the system's accountability to customers and

policymakers, facilitate system-wide strategic planning and service coordination, and assist in research and evaluation activities.

The Council will explore various options for marketing the statewide Virginia Workforce Network and its brand. The demand plan pilots revealed the need to raise the awareness level among business, job seekers and incumbent workers about the existence and available services of the Virginia Workforce Network.

In the first half of 2005, the Council will consider expanded policies for incumbent workers, based on findings from last years Incumbent and Aging Worker Study. Statewide training on the State level MOU will be conducted for all partners. Additionally, the Special Advisor and the Council will use the results of the joint VCCS/Virginia Economic Development Partnership industry cluster analysis to recommend strategies for aligning workforce education and training with the economic needs of the Commonwealth. The Council will continue to advance Gubernatorial priorities, including Governor Warner's "Redesigning the American High School" initiative. This includes exploring ways to align WIA youth policy initiatives with the Governor's agenda for high school reform.

The Council will support Virginia's selection as one of ten states to participate in an expanded Longitudinal Employer Dynamics (LED) project, which involves labor market information, Unemployment Insurance records and census data. Excensus has been contracted with to take this information and put it into an internet-based mapping system that allows people to quickly get a look at the relationship between home and work. There are strategic questions that have been difficult to answer. Those questions are: Where do most workers

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employed in this area come from? Are there differences by industry or type of job? Where exactly are local workers employed? What kinds of industries? What kinds of skills and income potential are associated with these employment areas? Are employers becoming more reliant on local workers or less reliant? Are local job opportunities increasing? Are wages increasing for neighborhoods with a strong tie to local area employers? In Virginia, where so much employment crosses the state border, another aspect of this data set is that in the expanded project, a number of states that are adjacent to each other will be incorporated, revealing a better idea of interstate commuting. This effort will provide richer data for the Council's strategic decisions.

Under the leadership of the Governor's Advisor for Workforce Development, Virginia is facilitating the creation of a regional Career Readiness Certificate Consortium to ensure the development of a skills-based credential that is recognized across state lines, i.e., a portable skills credential. The Consortium is working to design, develop, implement,

and advocate a regionally recognized, and ultimately nationally recognized, tiered model of a portable career readiness certificate based on the WorkKeys® assessment process. To date, 11 states and the District of Columbia have joined the Consortium: Alabama, Delaware, Georgia, Kentucky, Maryland, Missouri, North Carolina, South Carolina, Tennessee, Virginia, and West Virginia.

Many of the activities done this past year, e.g., pilots, studies, etc. have provided the Council and others with the information needed to develop grounded recommendations for further progress in the coming years. The Council will make every effort to continue to build on this foundation. This concludes the Council's 2004 annual report.





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Virginia's 17 Workfor

LEGEND

AREA I—Southwestern Virginia

AREA II—New River/Mount Rogers

AREA III—Western Virginia

AREA IV—Shenandoah Valley

AREA V—Northern Shenandoah Valley

AREA VI—Piedmont Workforce Network

AREA VII—Region 2000/Central Virginia

AREA VIII—South Central

AREA IX—Capital Area

AREA X—City of Richmond

AREA XI—Northern Virginia

AREA XII—Alexandria/Arlington

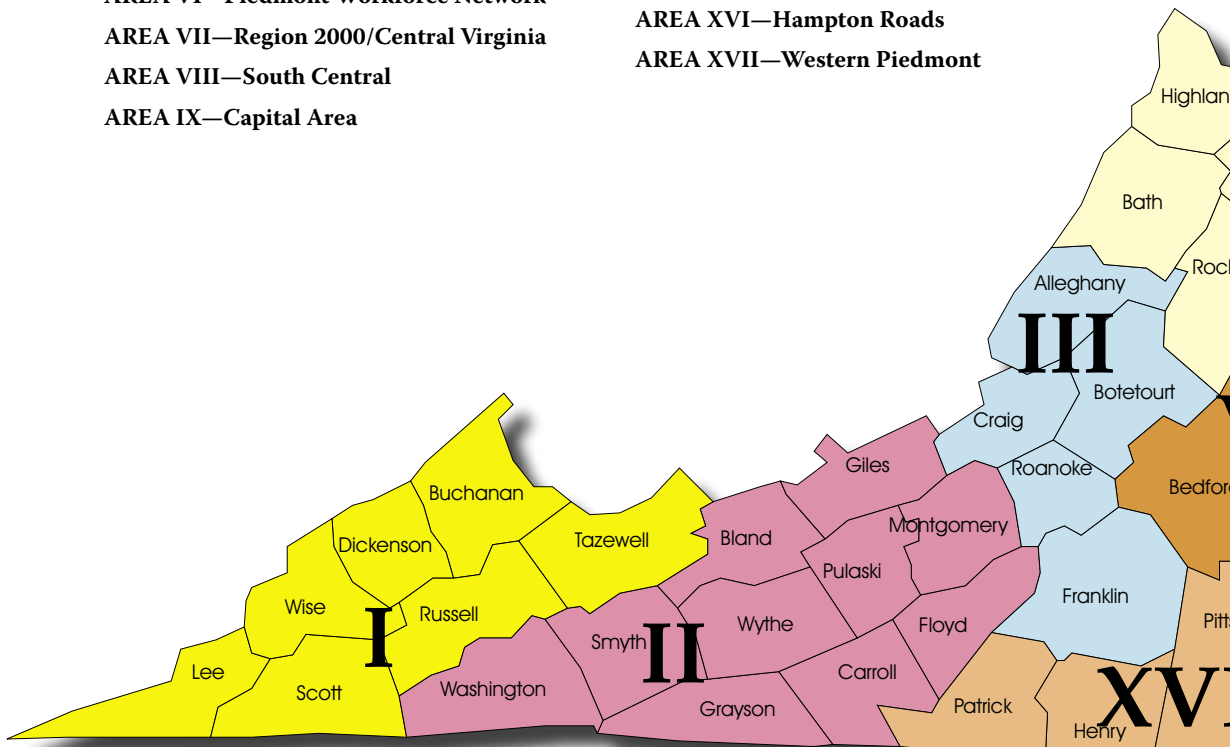
AREA XIII—Bay Consortium

AREA XIV—Greater Peninsula

AREA XV—Crater Area

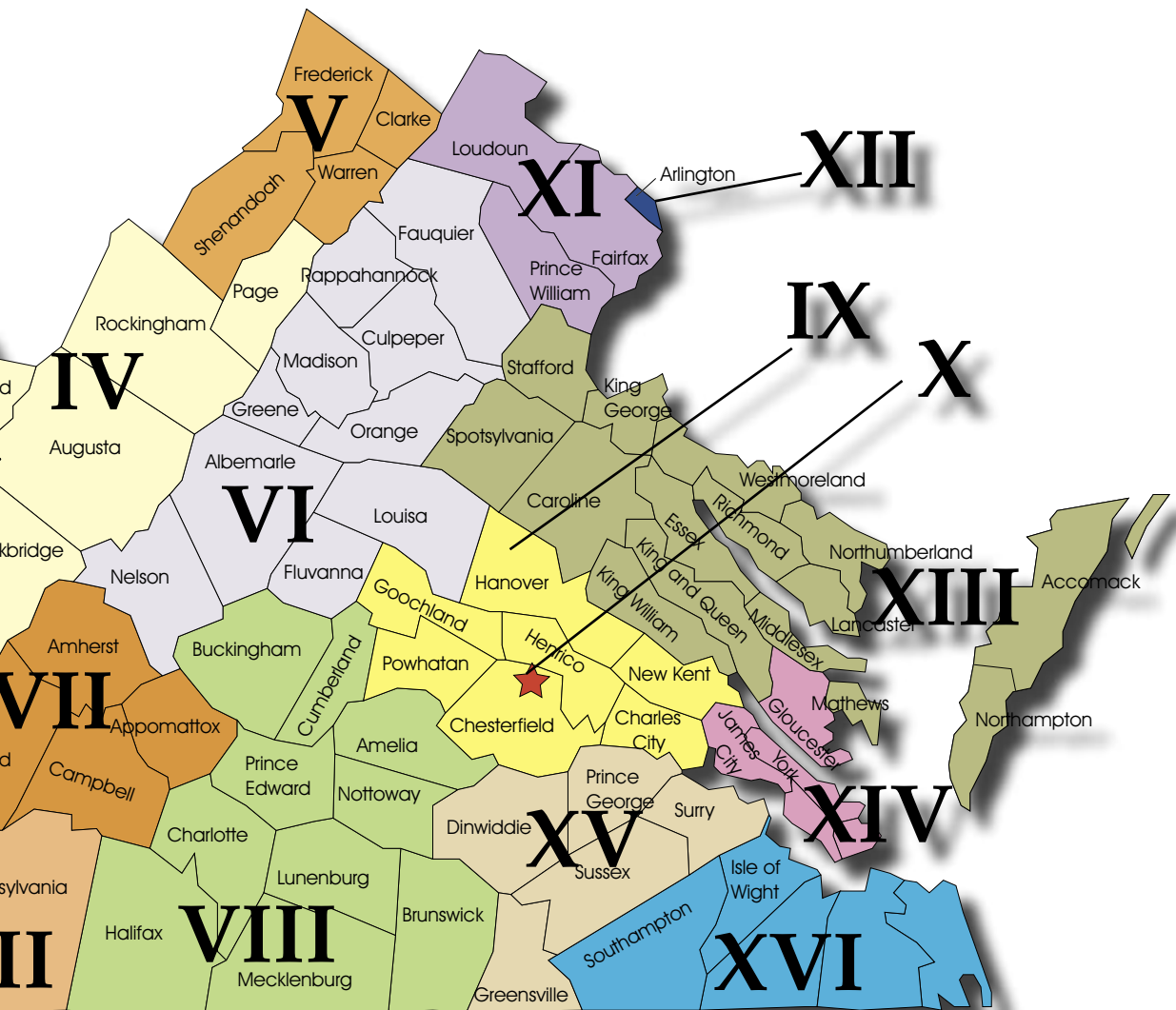
AREA XVI—Hampton Roads

AREA XVII—Western Piedmont



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ce Investment Areas





Virginia Local Area Outcomes on the WIA Measures PY03 Performance Compared to PY02 & PY01 Performance

	AREA I—Southwestern Virginia						AREA II—New River/Mount Rogers						AREA 3	
ADULT	PY 2001		PY 2002		PY 2003		PY 2001		PY 2002		PY 2003		PY 2001	
	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual
Entered Employment Rate	64.0	61.9	64.0	53.3	64.0	67.7	70.0	80.4	70.0	78.7	71.0	77.9	73.0	66.7
Employment Retention Rate	74.0	75.8	76.0	81.0	76.0	88.1	78.0	71.4	78.0	75.1	79.0	80.3	79.0	82.4
Earnings Change	\$2,050	\$3,914	\$2,100	\$4,254	\$2,100	\$4,175	\$2,600	\$1,942	\$2,100	\$2,177	\$2,100	\$2,602	\$2,650	\$2,946
Employment and Credential Rate	51.0	62.7	52.0	62.5	52.0	48.0	60.0	76.3	\$2,100	76.1	62.0	50.0	61.0	76.2

DISLOCATED WORKER

Entered Employment Rate	74.0	63.2	76.0	70.1	76.0	85.2	75.0	84.6	75.0	84.7	78.0	87.9	78.0	77.7
Employment Retention Rate	82.0	83.6	84.0	86.5	84.0	92.9	85.0	89.5	78.0	94.2	80.0	93.2	91.0	92.5
Earnings Replacement Rate	86.0	142.7	88.0	117.6	88.0	4,118.0	88.0	99.3	88.0	99.5	89.0	146,826.4	91.0	142.4
Employment and Credential Rate	51.0	54.2	52.0	66.1	52.0	57.2	60.0	80.6	60.0	84.1	62.0	44.4	61.0	76.3

OLDER YOUTH

Entered Employment Rate	67.0	71.4	65.0	50.0	65.0	61.1	63.0	87.5	63.0	68.6	65.0	75.0	66.0	0.0
Employment Retention Rate	77.0	81.8	78.0	83.3	78.0	84.6	76.0	75.0	76.0	58.6	77.0	78.8	77.0	100.0
Earnings Change	\$2,050	3663	\$1,600	\$3,608	\$1,600	3631	\$2,250	\$442	\$1,500	\$1,491	\$1,500	\$2,778	\$2,350	\$1,315
Credential Rate	51.0	22.2	50.0	55.5	50.0	50.8	50.0	44.4	51.0	40.6	51.0	51.1	51.0	33.3

YOUNGER YOUTH

Skill Attainment Rate	70.0	95.2	72.0	99.0	72.0	91.7	70.0	98.1	71.0	99.6	76.0	99.8	73.0	98.6
Diploma or Equivalent Rate	51.0	100.0	52.0	100.0	52.0	69.0	54.0	100.0	55.0	100.0	55.0	70.9	56.0	100.0
Retention Rate	51.0	54.8	52.0	49.5	52.0	55.2	53.0	58.1	53.0	49.6	54.0	66.0	55.0	22.6

CUSTOMER SATISFACTION

Participant Satisfaction Score	51.0	74.0	52.0	76.6	52.0	80.4	67.0	69.8	68.0	77.5	69.0	76.2	69.0	73.8
Employer Satisfaction Score	51.0	78.0	52.0	80.4	52.0	75.2	65.0	74.4	66.0	74.9	67.0	76.6	67.0	74.0

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III—Western Virginia															
PY 2002				PY 2003				PY 2001				PY 2002			
Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual
74.0	87.1	74.0	74.0	73.0	81.5	74.0	86.5	74.0	81.3	58.0	0.0	74.0	33.3	74.0	74.8
80.0	93.5	82.0	91.5	79.0	81.6	80.0	85.2	80.0	83.0	66.0	0.0	80.0	100.0	80.0	91.2
\$2,730	\$5,709	\$2,735	\$5,371	\$2,300	\$1,427	\$2,400	\$1,803	\$2,400	\$1,888	\$2,160	\$0	\$2,400	\$5,066	\$2,400	\$2,132
62.0	72.1	62.0	16.7	51.0	50.0	52.0	66.7	52.0	54.8	49.0	0.0	52.0	25.0	52.0	55.0
79.0	88.4	79.0	92.0	78.0	85.1	79.0	90.4	79.0	94.3	62.0	0.0	79.0	58.3	79.0	65.4
92.0	91.8	92.0	94.0	86.0	93.0	87.0	89.4	87.0	93.6	73.0	0.0	87.0	100.0	87.0	92.5
92.0	110.6	92.0	419.6	86.0	91.3	87.0	88.7	87.0	575.9	74.0	0.0	87.0	185.1	87.0	217.4
62.0	86.2	62.0	68.1	51.0	77.1	52.0	78.2	52.0	76.1	49.0	0.0	52.0	20.0	52.0	61.3
66.0	0.0	66.0	50.0	64.0	100.0	65.0	88.9	65.0	57.1	53.0	0.0	65.0	100.0	65.0	50.0
77.0	100.0	78.0	80.0	76.0	100.0	77.0	75.0	77.0	83.3	65.0	0.0	77.0	100.0	77.0	50.0
\$2,430	\$4,073	\$1,944	\$5,371	\$1,500	\$423	\$1,600	\$153	\$1,600	-\$1,370	\$1,920	\$0	\$1,600	\$76	\$1,600	\$2
51.0	16.7	51.0	56.3	51.0	0.0	52.0	80.0	52.0	57.1	41.0	0.0	52.0	100.0	52.0	33.3
74.0	100.0	74.0	100.0	73.0	100.0	74.0	100.0	74.0	19.4	58.0	0.0	74.0	100.0	74.0	90.0
57.0	100.0	57.0	35.0	56.0	100.0	57.0	100.0	57.0	33.3	45.0	0.0	57.0	100.0	57.0	16.7
56.0	42.2	56.0	42.9	55.0	47.3	56.0	42.9	56.0	50.0	44.0	0.0	56.0	0.0	56.0	91.7
70.0	71.0	70.0	74.2	69.0	79.1	70.0	73.0	70.0	72.5	55.0	0.0	70.0	68.6	70.0	69.6
68.0	72.9	68.0	77.8	67.0	79.9	68.0	69.3	68.0	67.9	54.0	77.3	68.0	67.5	68.0	70.2



Virginia Local Area Outcomes on the WIA Measures PY03 Performance Compared to PY02 & PY01 Performance

	AREA VI—Piedmont Workforce Network						AREA VII—Region 2000/Central Virginia						AREA VIII—Region 1000/Western Piedmont	
ADULT	PY 2001		PY 2002		PY 2003		PY 2001		PY 2002		PY 2003		PY 2001	
	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual
Entered Employment Rate	73.0	72.2	74.0	45.5	74.0	90.9	73.0	40.0	74.0	40.0	74.0	42.9	64.0	87.1
Employment Retention Rate	83.0	89.8	84.0	72.7	84.0	82.9	83.0	94.1	84.0	90.9	84.0	92.3	73.0	75.9
Earnings Change	\$2,700	\$2,055	\$2,800	\$1,904	\$1,900	\$729	\$2,700	\$4,566	\$2,800	-\$577	\$2,800	\$349	\$2,275	\$2,175
Employment and Credential Rate	61.0	77.8	62.0	0.0	50.0	53.6	61.0	59.3	62.0	33.3	62.0	50.0	55.0	84.2

DISLOCATED WORKER

Entered Employment Rate	78.0	83.7	79.0	82.2	79.0	80.0	78.0	62.3	79.0	50.0	79.0	54.5	72.0	69.2
Employment Retention Rate	91.0	82.9	92.0	89.2	85.0	93.6	91.0	89.5	92.0	85.0	92.0	95.2	82.0	77.8
Earnings Replacement Rate	93.0	106.3	94.0	68.4	70.0	242.1	93.0	68.4	94.0	61.3	94.0	1,656.7	83.0	102.9
Employment and Credential Rate	61.0	63.6	62.0	9.1	50.0	30.4	61.0	63.3	62.0	7.1	62.0	100.0	55.0	76.5

OLDER YOUTH

Entered Employment Rate	66.0	0.0	67.0	80.0	67.0	80.0	66.0	100.0	67.0	100.0	67.0	0.0	60.0	33.3
Employment Retention Rate	81.0	0.0	82.0	100.0	82.0	100.0	81.0	100.0	82.0	100.0	82.0	0.0	73.0	80.0
Earnings Change	\$2,400	\$-3,312	\$2,500	\$3,010	\$2,500	\$3,843	\$2,400	\$3223	\$2,500	\$2,271	\$2,500	\$0	\$2,150	\$1,127
Credential Rate	51.0	100.0	52.0	57.1	52.0	87.5	51.0	0.0	52.0	0.0	52.0	0.0	46.0	0.0

YOUNGER YOUTH

Skill Attainment Rate	73.0	56.0	74.0	76.3	74.0	85.7	73.0	0.0	74.0	0.0	74.0	50.0	64.0	100.0
Diploma or Equivalent Rate	56.0	100.0	57.0	100.0	57.0	50.0	56.0	0.0	57.0	100.0	57.0	0.0	50.0	100.0
Retention Rate	55.0	45.5	58.0	37.2	50.0	43.6	55.0	100.0	56.0	0.0	56.0	44.8	48.0	33.9

CUSTOMER SATISFACTION

Participant Satisfaction Score	69.0	60.9	70.0	70.8	70.0	64.3	69.0	0.0	70.0	64.5	70.0	43.4	64.0	69.2
Employer Satisfaction Score	67.0	74.6	68.0	70.4	68.0	59.1	67.0	73.7	68.0	78.9	68.0	77.6	62.0	64.7

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VIII—South Central															
PY 2002				PY 2003						AREA IX—Capital Area					
Neg.		Actual		Neg.		Actual		Neg.		Actual		Neg.		Actual	
68.0	65.7	68.0	75.9	58.0	66.7	59.0	72.7	71.0	87.5	66.0	64.7	74.0	90.0	74.0	74.0
76.0	80.4	76.0	81.8	66.0	92.3	54.0	92.3	67.0	95.1	75.0	83.1	84.0	88.5	84.0	88.6
\$2,400	\$1,203	\$2,400	\$910	\$2,160	\$4,926	\$1,792	\$4,859	\$3,980	\$4,538	\$2,440	\$3,071	\$2,800	\$3,769	\$2,800	\$3,062
58.0	63.5	58.0	46.3	49.0	70.0	50.0	70.0	60.0	37.0	55.0	76.7	62.0	90.3	62.0	61.3
75.0	78.9	75.0	85.4	62.0	69.0	63.0	83.1	70.0	90.5	71.0	68.3	79.0	89.1	79.0	88.8
85.0	83.5	85.0	86.0	73.0	85.0	59.0	83.7	80.0	92.0	82.0	95.3	92.0	87.8	92.0	92.3
86.0	87.7	86.0	584.0	74.0	77.1	60.0	62.7	75.0	1,240.8	84.0	138.1	94.0	87.6	94.0	333.5
57.0	76.3	57.0	37.1	49.0	66.7	50.0	83.3	60.0	54.8	55.0	69.4	62.0	84.6	62.0	69.4
62.0	75.0	62.0	73.3	64.0	100.0	65.0	88.9	65.0	60.0	60.0	33.3	67.0	90.9	67.0	66.7
75.0	100.0	75.0	100.0	76.0	100.0	77.0	75.0	77.0	73.0	73.0	66.7	82.0	81.8	82.0	69.6
\$2,275	\$4,792	\$2,275	\$3,321	\$1,500	\$423	\$1,600	\$153	\$1,600	\$2,170	\$2,170	\$3,809	\$2,500	\$2,405	\$2,500	\$1,869
48.0	75.0	48.0	56.0	51.0	0.0	52.0	80.0	52.0	46.0	46.0	16.7	52.0	66.7	52.0	38.9
66.0	75.3	66.0	62.8	58.0	100.0	59.0	100.0	75.0	97.1	66.0	100.0	74.0	95.8	74.0	95.5
52.0	100.0	52.0	73.1	45.0	100.0	46.0	100.0	52.0	41.7	51.0	100.0	57.0	100.0	57.0	11.1
49.0	40.0	49.0	50.0	44.0	100.0	45.0	66.7	50.0	66.7	50.0	80.0	56.0	60.0	56.0	43.8
66.0	73.1	66.0	73.8	55.0	75.3	56.0	75.4	65.0	69.9	62.0	64.9	70.0	63.0	70.0	74.1
65.0	72.0	65.0	73.0	54.0	78.0	54.0	65.8	65.0	77.6	61.0	81.5	68.0	65.2	68.0	66.6



Virginia Local Area Outcomes on the WIA Measures PY03 Performance Compared to PY02 & PY01 Performance

	AREA XI—Northern Virginia						AREA XII—Alexandria/Arlington						AREA III—Fairfax County	
ADULT	PY 2001		PY 2002		PY 2003		PY 2001		PY 2002		PY 2003		PY 2001	
	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual
Entered Employment Rate	53.0	72.6	53.0	78.9	72.6	78.3	58.0	67.7	59.0	79.2	59.0	73.5	72.0	73.0
Employment Retention Rate	60.0	71.8	60.0	76.0	71.8	85.0	66.0	73.5	67.0	86.4	67.0	84.8	79.0	81.7
Earnings Change	\$1,944	\$4,037	\$2,016	\$2,307	\$2,785	\$3,152	\$2,200	\$4,954	\$2,300	\$4,215	\$2,300	\$3,374	\$2,300	\$369
Employment and Credential Rate	44.0	64.7	45.0	64.3	45.0	46.6	49.0	71.4	50.0	74.1	50.0	42.0	51.0	72.3
DISLOCATED WORKER														
Entered Employment Rate	56.0	68.6	57.0	68.5	61.5	71.9	62.0	76.4	63.0	77.6	63.0	71.0	77.0	76.5
Employment Retention Rate	66.0	79.0	66.0	85.5	79.0	85.2	73.0	88.9	74.0	89.4	74.0	86.1	84.0	84.6
Earnings Replacement Rate	67.0	99.3	68.0	96.8	90.0	1,314.3	74.0	112.4	75.0	110.3	75.0	6,658.7	84.0	89.5
Employment and Credential Rate	44.0	69.6	45.0	86.1	69.6	54.1	49.0	76.6	50.0	77.3	50.0	32.6	51.0	71.4
OLDER YOUTH														
Entered Employment Rate	66.7	48.0	100.0	48.0	80.0	65.0	53.0	100.0	54.0	57.1	54.0	75.0	68.0	68.4
Employment Retention Rate	69.6	58.0	100.0	59.0	63.6	59.0	65.0	100.0	66.0	75.0	66.0	80.0	78.0	66.7
Earnings Change	\$1,869	\$1,728	\$11,502	\$1,800	\$1,813	\$2,150	\$1,940	6,327	\$2,040	\$1,873	\$2,040	\$2,429	\$2,100	\$147
Credential Rate	38.9	37.0	0.0	37.0	62.5	37.0	41.0	33.3	42.0	57.1	42.0	50.0	51.0	14.8
YOUNGER YOUTH														
Skill Attainment Rate	53.0	0.0	53.0	96.4	76.0	92.8	58.0	87.9	59.0	100.0	59.0	100.0	71.0	99.5
Diploma or Equivalent Rate	40.0	100.0	41.0	100.0	57.0	66.7	45.0	100.0	46.0	100.0	46.0	7.1	54.0	100.0
Retention Rate	40.0	50.0	40.0	44.0	50.0	51.4	44.0	0.0	45.0	63.2	45.0	83.3	53.0	68.6
CUSTOMER SATISFACTION														
Participant Satisfaction Score	50.0	79.6	50.0	72.5	79.6	71.4	55.0	88.9	56.0	71.3	56.0	72.2	68.0	81.1
Employer Satisfaction Score	48.0	72.0	49.0	52.0	72.0	71.4	54.0	81.4	54.0	66.8	54.0	76.5	66.0	77.7

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XIII—Bay Consortium															
PY 2002				PY 2003				AREA XIV—Greater Peninsula				AREA XV—Crater Area			
Neg.		Actual		Neg.		Actual		Neg.		Actual		Neg.		Actual	
74.0	73.5	74.0	86.2	68.0	100.0	66.0	72.7	66.0	72.7	60.0	63.2	62.0	69.7	62.0	68.7
82.0	86.6	82.0	89.8	71.0	80.0	69.0	63.3	69.0	63.3	70.0	88.2	71.0	75.0	71.0	73.9
\$2,500	\$1,365	\$2,500	\$1,989	\$2,100	\$4,952	\$2,000	\$832	\$2,000	\$832	\$2,122	\$5,946	\$2,165	\$2,667	\$2,165	\$2,000
52.0	70.7	52.0	72.0	51.0	66.7	50.0	59.4	50.0	59.4	50.0	57.1	52.0	59.1	52.0	35.5
79.0	84.7	79.0	81.8	76.0	84.0	75.0	86.4	75.0	86.4	68.0	68.8	70.0	93.8	70.0	84.0
89.0	91.4	89.0	95.0	81.0	93.3	79.0	88.9	79.0	88.9	72.0	100.0	74.0	86.7	74.0	94.1
89.0	100.9	89.0	904.0	84.0	101.5	82.0	77.7	82.0	77.7	80.0	102.6	82.0	106.6	82.0	2,004.2
52.0	85.4	52.0	65.2	51.0	82.0	50.0	49.5	50.0	49.5	50.0	71.4	52.0	87.5	52.0	33.3
70.0	67.9	70.0	77.8	61.0	0.0	59.0	52.4	59.0	52.4	56.0	0.0	58.0	52.2	58.0	64.3
80.0	78.6	80.0	80.0	72.0	0.0	70.0	85.7	70.0	85.7	72.0	0.0	74.0	69.2	74.0	90.0
\$2,300	\$2,676	\$2,300	\$3,076	\$1,900	\$0	\$1,800	\$1,659	\$1,800	\$1,659	\$1,877	\$0	\$1,915	\$1,650	\$1,915	\$1,866
52.0	62.8	52.0	76.5	46.0	33.3	45.0	54.2	45.0	54.2	42.0	0.0	44.0	42.3	44.0	7.1
73.0	98.3	73.0	90.9	71.0	100.0	66.0	97.6	96.4	97.6	60.0	100.0	62.0	73.1	62.0	92.3
55.0	100.0	55.0	53.4	51.0	100.0	46.0	100.0	42.3	100.0	60.0	100.0	48.0	100.0	48.0	55.6
54.0	69.6	54.0	74.6	51.0	70.0	46.0	53.2	57.6	53.2	46.0	54.5	48.0	61.4	48.0	55.7
69.0	80.7	67.0	83.1	61.0	75.1	60.0	70.6	60.0	74.7	57.0	83.7	59.0	79.4	59.0	76.5
67.0	72.8	69.0	78.7	61.0	71.3	60.0	70.7	60.0	70.7	55.0	70.8	57.0	77.5	57.0	80.7



Virginia Local Area Outcomes on the WIA Measures PY03 Performance Compared to PY02 & PY01 Performance												
	AREA XVI—Hampton Roads						AREA XVII—Western Piedmont					
ADULT	PY 2001		PY 2002		PY 2003		PY 2001		PY 2002		PY 2003	
	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual	Neg.	Actual
Entered Employment Rate	68.0	74.5	69.0	71.0	69.0	69.0	70.1	100.0	59.0	67.7	59.0	65.2
Employment Retention Rate	71.0	73.7	72.0	77.0	72.0	72.0	79.0	100.0	67.0	64.0	67.0	88.7
Earnings Change	\$2,320	\$2,340	\$2,350	\$1,924	\$2,350	\$2,350	\$2,169	\$10,799	\$2,240	\$1,559	\$2,240	\$1,720
Employment and Credential Rate	61.0	74.6	61.0	55.5	61.0	61.0	26.2	100.0	50.0	64.0	50.0	26.8
DISLOCATED WORKER												
Entered Employment Rate	76.0	77.0	75.0	72.4	75.0	71.2	62.0	88.9	63.0	77.1	63.0	73.8
Employment Retention Rate	81.0	88.1	79.0	92.0	79.0	94.5	73.0	50.0	74.0	92.6	74.0	93.6
Earnings Replacement Rate	86.0	108.9	86.0	119.7	86.0	663.8	74.0	129.9	75.0	130.7	75.0	638.6
Employment and Credential Rate	61.0	75.3	61.0	40.3	61.0	17.6	49.0	88.9	50.0	38.2	50.0	32.2
OLDER YOUTH												
Entered Employment Rate	61.0	76.9	61.0	66.1	61.0	78.6	53.0	0.0	54.0	50.0	54.0	50.0
Employment Retention Rate	72.0	85.3	74.0	78.6	74.0	79.0	65.0	0.0	66.0	33.3	66.0	66.7
Earnings Change	\$1,981	\$1,566	\$1,923	\$2,327	\$1,923	\$2,113	\$1,920	\$0	\$2,000	\$766	\$2,000	\$2,201
Credential Rate	51.0	65.2	52.0	58.4	52.0	57.7	41.0	0.0	42.0	33.3	42.0	35.3
YOUNGER YOUTH												
Skill Attainment Rate	73.0	98.4	70.0	83.3	70.0	96.4	58.0	100.0	59.0	98.7	59.0	98.6
Diploma or Equivalent Rate	51.0	100.0	52.0	100.0	52.0	1.4	45.0	100.0	46.0	100.0	46.0	24.2
Retention Rate	51.0	69.2	52.0	21.8	52.0	23.2	44.0	0.0	45.0	21.4	45.0	40.0
CUSTOMER SATISFACTION												
Participant Satisfaction Score	61.0	72.5	62.0	74.7	62.0	77.0	55.0	83.9	56.0	73.0	56.0	68.3
Employer Satisfaction Score	61.0	73.6	62.0	74.4	62.0	79.0	54.0	74.1	54.0	78.4	54.0	79.2

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Virginia Statewide Performance Program Years 2001-2003						
ADULT	PY 2001		PY 2002		PY 2003	
	Neg.	Actual	Neg.	Actual	Neg.	Actual
Entered Employment Rate	74.0	72.4	74.0	73.1	75.5	73.1
Employment Retention Rate	83.0	77.7	84.0	80.2	84.0	84.5
Earnings Change	\$2,700	\$2,785	\$2,800	\$2,448	\$2,850	\$2,523
Employment and Credential Rate	61.0	70.5	60.0	64.3	62.0	41.8
DISLOCATED WORKER						
Entered Employment Rate	78.0	75.6	79.0	79.2	79.0	80.1
Employment Retention Rate	91.0	87.5	92.0	89.5	90.0	91.8
Earnings Replacement Rate	93.0	103.6	94.0	97.0	98.0	101.7
Employment and Credential Rate	61.0	73.0	62.0	64.5	62.0	45.9
OLDER YOUTH						
Entered Employment Rate	66.0	0.0	67.0	80.0	67.0	80.0
Employment Retention Rate	81.0	0.0	82.0	100.0	82.0	100.0
Earnings Change	\$2,400	\$-3,312	\$2,500	\$3,010	\$2,500	\$3,843
Credential Rate	51.0	100.0	52.0	57.1	52.0	87.5
YOUNGER YOUTH						
Skill Attainment Rate	73.0	97.3	74.0	97.0	76.0	90.9
Diploma or Equivalent Rate	56.0	100.0	57.0	100.0	57.0	47.3
Retention Rate	55.0	44.7	54.0	46.8	54.0	47.9
CUSTOMER SATISFACTION						
Participant Satisfaction Score	69.0	75.8	70.0	74.3	72.0	75.5
Employer Satisfaction Score	67.0	73.4	68.0	74.0	70.0	76.6



Virginia Workforce Network Centers

Area I

Cane Creek Jonesville

Lee County Workforce Center | Highway 58, PO Box 348, 24263 | 276-546-0940 | One-Stop Contact: Pat Fortner | FAX: 276-546-0942 *Satellite Center*

Cedar Bluff

VEC Field Office: CedarBluff | 679 Claypool Hill Mall Road, 24609 | 276-964-4007 | One-Stop Contact: Paul Street | Office E-mail: cedarbluff@vec.state.va.us | FAX: 276-963-6207 *Comprehensive Center*

Clintwood

Dickenson County Workforce Center | PO Box 1439, 24228 | 276-926-8135 | One-Stop Contact: Tonya McFall | FAX: 276-926-8244 *Satellite Center*

Gate City

Scott County Workforce Center | 112 Beech Street, Suite 3, 24251 | 276-386-6549 | One-Stop Contact: Susan Matherly | FAX: 276-386-3387 *Satellite Center*

Lebanon

Russell County Workforce Center | PO Box 729, 24266 | 276-889-1473 | One-Stop Contact: Aleta Spicer | FAX: 276-889-4984 *Satellite Center*

North Tazewell

Tazewell County Workforce Center | 200 East Riverside Drive, 24630 | 276-988-5583 | One-Stop Contact: William C. (Bill) Allison | FAX: 276-988-4041 *Satellite Center*

Norton

VEC Field Office: Norton | 1725 Park Avenue SW, PO Box 660, 24273 | 276-679-9413 | One-Stop Contact: Gary Hale | Office E-mail: norton@vec.state.va.us | FAX: 276-679-9203 *Comprehensive Center*

Vansant

Buchanan County Workforce Center | Route 83, PO Box 89, 24656 | 276-597-2528 | One-Stop Contact: Deborah Hess | FAX: 276-597-2431 *Satellite Center*

Area II

Bristol

People Incorporated Workforce Development | 2603 Osborne Street, Suite 1, 24201 | 276-466-5587 | One-Stop Contact: Darrell Blankenship, Director | FAX: 276-466-0728 *Satellite Center*

Bristol

VEC Field Office: Bristol | 192 Bristol East Road, PO Box 16129, 24209 | 276-642-7350 | One-Stop Contact: Gerald Smith | Office E-mail: bristol@vec.state.va.us | FAX: 276-642-7361 *Comprehensive Center*

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Christiansburg

Workforce Development Center | 207 West Main Street, Suite 4, 24073 | 540-381-0838 | One-Stop
Contact: Beverly Amburgey, Case Mgr/Co | FAX: 540-381-1257 *Satellite Center*

Dublin

Workforce Development Center | 106 Town Center Drive, PO Box 1412, 24084 | 540-674-1721 | One-
Stop Contact: Ms. Linda Matthews, Dir. Oper. | FAX: 540-674-2691 *Satellite Center*

Floyd

Workforce Development Center | 323 Floyd Highway South, 24091 | 540-745-7079 | One-Stop Contact:
Monika Dixon, Case Mgr./Coun. | FAX: 540-745-7379 *Satellite Center*

Galax

VEC Field Office: Galax | 963 East Stuart Drive, 24333 | 276-236-5105 | One-Stop Contact: Bill Webb |
Office E-mail: galax@vec.state.va.us | FAX: 276-236-6119 *Comprehensive Center*

Marion

VEC Field Office: Marion | 1590 North Main Street, PO Box 1650, 24354 | 276-781-7431 | One-Stop
Contact: Ms. Betty Keith | Office E-mail: marion@vec.state.va.us | FAX: 276-781-7438 *Comprehensive
Center*

Narrows

Giles County Partnership Workforce Development Center | 211 Main Street, Suite 101, 24124 | 540-726-
8201 | One-Stop Contact: Howard Spencer, Ex. Dir. | FAX: 540-726-8203 *Satellite Center*

Radford

VEC Field Office: Radford | 206 Third Avenue, 24141 | 540-831-5980 | One-Stop Contact: Perry Cole |
Office E-mail: radford@vec.state.va.us | FAX: 540-831-6137 *Comprehensive Center*

Wytheville

VEC Field Office: Wytheville | 870 East Main Street, PO Box 673, 24382 | 276-228-4051 | One-Stop
Contact: Roger Frye | Office E-mail: wytheville@vec.state.va.us | FAX: 276-228-7399 *Comprehensive
Center*

Area III

Covington

VEC Field Office: Covington | 106 N. Maple Avenue, PO Box 918, 24426 | 540-962-1151 | One-
Stop Contact: W. Allen Downey | Office E-mail: covington@vec.state.va.us | FAX: 540-962-8750
Comprehensive Center

Roanoke

VEC Field Office: Roanoke | 5060 Valley View Blvd, 24012 | 540-561-7480 | One-Stop Contact: Bruce
Johannessen | Office E-mail: roanoke@vec.state.va.us | FAX: 540-561-7510 *Comprehensive Center*

Rocky Mount

Franklin County Workforce Center | 70 Wray Street, 24151 | 540-483-0179 | One-Stop Contact: Francie
Cumby | FAX: 540-483-1237 *Comprehensive Center*



Area IV

Buena Vista

VEC Field Office: BuenaVista | 2164 East Midland Trail (P. O. Box 191), 24416 | 540-261-3920 | One-Stop Contact: Sharon Dull | Office E-mail: buenavista@vec.state.va.us | FAX: 540-261-1714 *Satellite Center*

Harrisonburg

VEC Field Office: Harrisonburg | 1909-A East Market Street (P. O. Box 351), 22803 | 540-434-8946 | One-Stop Contact: Taylor Howell | Office E-mail: harrisonburg@vec.state.va.us | FAX: 540-434-0803 *Comprehensive Center*

Luray

Workforce Job Center | 58 West Main Street, 22835 | 540-743-4320 | One-Stop Contact: Floraline Painter | FAX: 540-743-7609 *Satellite Center*

Staunton

VEC Field Office: Fishersville | 1076 Jefferson Highway, 24401 | 540-942-4138 | One-Stop Contact: Linda Broughman | Office E-mail: fishersville@vec.state.va.us | FAX: 540-332-7764 *Satellite Center*

Area V

Middletown

Middletown Workforce Center (Lord Fairfax Community College) | 173 Skirmisher Lane, 22645 | 540-868-7284 | One-Stop Contact: Nancy Lloyd | FAX: 540-868-7020 *Comprehensive Center*

Winchester

Winchester Workforce Center VEC | 100 Premeir Place, 22602 | 540-535-2861 | One-Stop Contact: Gene Schultz | FAX: 540-722-3418 *Comprehensive Center*

Woodstock

Shenandoah County Government Offices | 600 N. Main Street, Suite 108, 22664 | 540-868-7284 | One-Stop Contact: Nancy Lloyd | FAX: 540-868-7020 *Satellite Center*

Area VI

Charlottesville

VEC, Piedmont Works | 400 Preston Avenue, Suite 100, 22902 | 804-296-2812 | One-Stop Contact: Jim Elmore, Director or Don Martin, Manager, VEC | FAX: 804-296-2760 *Comprehensive Center*
Albemarle Dept. of Social Services | 1023 Millmont Street, 22903 | 434-972-4010 | One-Stop Contact: Ms. Shirley Paoletti | FAX: 434-972-4080 *Satellite Center*

Culpeper

VEC Field Office: Culpeper | 529 Meadowbrook Shopping Ctr., 22701 | 540-829-7305 | One-Stop Contact: Peter Mocarski, Manager | Office E-mail: culpeper@vec.state.va.us | FAX: 540-829-7435 *Comprehensive Center*

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Culpeper Career Center | 219 East Davis Street, Suite 140, 22701 | 540-727-0372 | One-Stop Contact: Ms. Lisa Houck, Prog. Dir. | FAX: 540-829-4956 *Satellite Center*

Madison

Madison Dept. of Social Services | 101 S. Main St., PO Box 176, 22727 | 540-948-5521 | One-Stop Contact: Ms. Cheryl Srozinski | FAX: 540-948-3762 *Informational Center*

Orange

Career Center of Orange | 107 North Madison Road, 22960 | 540-672-0548 | One-Stop Contact: Ms. Fran Payne, Prog. Dir. | FAX: 540-6720974 *Satellite Center*

Warrenton

The Workplace | 205 Keith Street, 20186 | 540-349-9103 | One-Stop Contact: Ms. Debbie Siday, Act. Dir. | FAX: 540-349-8442 *Satellite Center*

Washington

Rappahannock Career Resource Center | 354 Gay St., PO Box 87, 22747 | 540-675-2631 | One-Stop Contact: Luther Smith, Manager | FAX: 540-675-2531 *Informational Center*

Area VII

Lynchburg

Region 2000 Career Center | 2323 Memorial Avenue Suite 25, The Plaza, Lower Level Lynchburg, 24501 | 434 455-5940 | One-Stop Contact: Deborah Alferts | FAX: 434-455-5944 *Comprehensive Center*

Area VIII

Charlotte C.H.

DSS | Highway 147, PO Box 440, 23923 | 434-542-5164 | One-Stop Contact: Shawn Rozier, Director | *Comprehensive Center*

Farmville

VEC Field Office: Farmville | 1705 East Third Street, PO Box 392, 23901 | 434-392-1755 | One-Stop Contact: Dorothy Holcomb, Manager | Office E-mail: farmville@vec.state.va.us | FAX: 434-392-1893 *Comprehensive Center*

South Boston

VEC Field Office: SouthBoston | 1438 Seymour Drive, PO Box 483, 24592 | 434-572-8674 | One-Stop Contact: Linda Daniel, Manager | Office E-mail: southboston@vec.state.va.us | FAX: 434-572-3800 *Comprehensive Center*

South Hill

VEC Field Office: SouthHill | 910 N. Mecklenburg Avenue, 23970 | 434-447-7103 | One-Stop Contact: Carolyn Leslie, Manager | Office E-mail: southhill@vec.state.va.us | *Comprehensive Center*



Area IX

Ashland

Ashland Library | 201 South Railroad Avenue, 23005 | 804-798-4072 | FAX: 804-798-6276
Informational Center

Charles City

County Building | 10900 Courthouse Road, Room 240, 23030 | 804-829-9201 | One-Stop Contact: Ms. Regina Adkins | FAX: 804-829-5819 *Informational Center*
Community Services Building | 10600 Courthouse Road, 23030 | 804-829-9207 | One-Stop Contact: Byron Adkins | FAX: 804-829-2430

Mechanicsville

Atlee Branch Library | 9161 Atlee Road, 23116 | 804-559-0654 | FAX: 804-559-0645
Mechanicsville Library | 7179 Stonewall Parkway, 23111 | 804-746-9615 | FAX: 804-730-4299
Informational Center

Powhatan

Powhatan Library | 3908 Old Buckingham Road, Suite 3, 23139 | 804-598-5670 | One-Stop Contact: Kim Armentrout | FAX: 804-598-5671 *Satellite Center*

Providence Forge

Heritage Library | 9001 Boulevard, 23140 | 804-966-2480 | One-Stop Contact: Alan Bernstein | FAX: 804-966-5982 *Informational Center*

Richmond

VEC - East | 3751 Nine Mile Road, Suite A (located in Henrico County), 23223 | 804-236-3515 | One-Stop Contact: Corine (Pat) Foster | FAX: 804-236-3540 *Comprehensive Center*
VEC - West | 5211 West Broad Street (Located in Henrico County), 23230 | 804-662-9614 | One-Stop Contact: William Walton | FAX: 804-662-9571 *Comprehensive Center*
Capital Area Training Consortium | 7321 White Pine Road, 23237 | 804-271-8510 | One-Stop Contact: Rick Bradley | FAX: 804-275-0270 *Comprehensive Center*
Capital Area Agency on Aging | 24 E. Cary Street, 23219 | 804-343-3000 | One-Stop Contact: Beverly Beck | FAX: 804-649-2258 *Informational Center*

Sandston

Capital Area Workforce Center | 5410 Williamsburg Road (located in East Henrico County), 23231 | 804-226-1941 | One-Stop Contact: Rik Bell | FAX: 804-236-0503 *Comprehensive Center*

Area X

Richmond

Richmond Career Advancement Center | 201 W. Broad Street, Suite 100, 23220 | 804-780-4146, ext. 103 | One-Stop Contact: Pat King, Deputy Executive Director | FAX: 804-780-4177 *Comprehensive Center*
VEC - South | 6705 Warwick Road, 23225 | 804-674-3752 | One-Stop Contact: Charlene Watkins | FAX: 804-674-3655 *Comprehensive Center*

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Area XI

Alexandria

Cherokee Avenue Workforce Center | 5520 Cherokee Ave., Suite 100, 22312 | 703-813-1300 | One-Stop Contact: Nancy Dean | FAX: 703-813-1338 *Emerging Center Center*
IMP Job Source Center | 8350 Richmond Highway, Suite 327, 22309 | 703-704-6286 | One-Stop Contact: Matt Vaughan | FAX: 703-704-6296 *Satellite Center*

Fairfax

Fairfax Workforce Center | 13135 Lee Jackson Memorial Hwy, Suite 340A, 22033 | 703-803-0000 | One-Stop Contact: Joe Smith | FAX: 703-803-1127 *Emerging Center* Center*

Falls Church

SkillsSource Center | 6245 Leesburg Pike, Suite 315, 22044 | 703-533-5400 | One-Stop Contact: James Do | FAX: 703-241-8413 *Comprehensive Center*

Leesburg

Loudoun Workforce Resource Center | Shenandoah Bldg. 102 Heritage Way, NE #200, 20176 | 703-777-0150 | One-Stop Contact: Janis Chamblin | FAX: 703-777-0350 *Satellite Center*

Manassas

Sudley North Employment Resource Center | 7987 Ashton Ave., Suite 200, 20109 | 703-792-4090 | One-Stop Contact: Lisa Tatum | FAX: 703-792-7365 *Satellite Center*

Reston

Lake Anne Employment Resource Center | 11484 Washington Plaza West, Suite 130, 22190 | 703-787-4974 | One-Stop Contact: Matt Vaughan | FAX: 703-787-9232 *Satellite Center*

Woodbridge

VEC - Prince William One-Stop Center | 13370 Minnieville Road, 22192 | 703-897-0407 | One-Stop Contact: Fred Scaggs | FAX: 703-897-0440 *Comprehensive Center*
A.J. Ferlazzo Bldg Employment Res. Center | 15941 Donald Curtis Drive, #180, 22191 | 703-792-4347 | One-Stop Contact: Lisa Tatum | FAX: 703-792-4312 *Satellite Center*

Area XII

Alexandria

Alexandria Job Link | 2026 Eisenhower Avenue, Suite 140, 22314 | 703-838-4479 | One-Stop Contact: Dennis McKinney, Director | FAX: 703-548-0971 *Comprehensive Center*
VEC Field Office: Alexandria | 5520 Cherokee Avenue, #100, 22312 | 703-813-1300 | One-Stop Contact: Nancy Dean, Manager | Office E-mail: alexandria@vec.state.va.us | FAX: 703-813-1338 *Satellite Center*

Arlington

Arlington Employment Center | 3033 Wilson Blvd, 4th floor, Suite 400B, 22201 | 703-228-1400 | One-Stop Contact: Joyce Caldwell, Director | FAX: 703-228-1044 *Comprehensive Center*



Area XIII

Fredericksburg

VEC Field Office: Fredericksburg | 3501 Lafayette Boulevard (P. O. Box 7106), 22404 | 540-898-3800 | One-Stop Contact: Becky Sperlazza | Office E-mail: fredericksburg@vec.state.va.us | FAX: 540-891-3128
Comprehensive Center

Onley

VEC Field Office: EasternShore | 25036 Lankford Highway, Unit 16 Chesapeake Square Shopping Center PO Box 9, 23418 | 757-302-2029 | One-Stop Contact: Jack Bonniwell | Office E-mail: easternshore@vec.state.va.us | FAX: 757-302-2025 & 757-302-2026 *Comprehensive Center*

Saluda

Job Assistance Center | PO Box 1371, Highway 17 South, 23149 | 804-758-4683 | One-Stop Contact: Sherry Pearson | FAX: 804-758-3678 *Comprehensive Center*

Warsaw

VEC Field Office: Warsaw - Northern Neck One-Stop | 14243 Historyland Highway, PO Box 67, 22572 | 804-333-3674 | One-Stop Contact: Don Ward | FAX: 804-333-5388 *Comprehensive Center*

Area XIV

Hampton

VEC-Peninsula Worklink | 600 Butler Farm Road, Suite B, 23666 | 757-865-5874 WorkLink. 757-865-5852 - JobZone | One-Stop Contact: Carol Davis, Career Info. Spec. | FAX: 757-865-5884
Comprehensive Center

Newport News

VEC- Peninsula Worklink | 6012 Jefferson Avenue, 23605 | 757-247-8182 | One-Stop Contact: Suzanne McKnown, Career Info. Spec. | FAX: 757-247-8181 *Comprehensive Center*

Williamsburg

VEC- Peninsula Worklink | 5235 John Tyler Highway, Williamsburg Crossing Shopping Ctr., 23185 | 757-253-4738 | One-Stop Contact: Art Batten, Center Manager | FAX: 757-253-4063 *Comprehensive Center*

Area XV

Emporia

VEC Field Office: Emporia | 1746 East Atlantic Street, 23847 | 434-634-2326 or 1-866-270-9193 | One-Stop Contact: Louise Tomlinson, Manager | Office E-mail: emporia@vec.state.va.us | FAX: 434-634-9943
Comprehensive Center

Hopewell

VEC - Virginia Workforce Center, Tri-Cities Office | 5240 Oaklawn Boulevard, 23860 | 804-541-6548 or 1-866-270-9184 | One-Stop Contact: Marietta Salyer, Manager | FAX: 804-541-6517 *Comprehensive Center*

2004 annual report

Petersburg

Virginia Workforce Center | 114 North Union Street, Suite A, 23803 | 804-862-6155 or 1-866-270-7183 |
One-Stop Contact: Linda Bracy, Manager | FAX: 804-634-9943 *Satellite Center*

Area XVI

Franklin

Paul D. Camp Community College (JobZone) | 100 North College Drive, 23851 | 757-569-6763 - P D
Camp 757-569-6080 - JobZone | One-Stop Contact: Ronsae Rose or Amy Ross | FAX: 757-569-6780
Comprehensive Center

Norfolk

Opportunity, Inc. of Hampton Roads (JobZone) | Suite 223 Circle East Office Bldg., 861 Glenrock Road,
23502 | 757-461-7537 | One-Stop Contact: Bernice Wilson or Maryann Miller | FAX: 757-455-8413
Comprehensive Center
JobZone | 5145 E. Virginia Beach Boulevard, 23502 | 757-455-3960 | One-Stop Contact: Varies |
Satellite Center

Suffolk

JobZone | 125 Tynes Street, 23434 | 757-539-8081 | One-Stop Contact: Varies | *Satellite Center*

Virginia Beach

JobZone | 502 Viking Drive, 23452 | 757-431-4978 | One-Stop Contact: Varies | *Comprehensive Center*

Area XVII

Danville

Danville Community College | 1008 S. Main Street , 24541 | 434-797-8571 | One-Stop Contact: Bill
O'Brien | FAX: 434-797-8573 *Comprehensive Center*
VEC Field Office: | 165 Deer Run Road, PO Box 11087, 24543 | 434-791-5291 | One-Stop Contact:
Ralph Price, One-Stop Coord. | FAX: 434-791-5290 *Comprehensive Center*
Pittsylvania County Community Action | 301 Lynn Street, 24541 | 434-793-5627 | One-Stop Contact:
Vickie Harris, One-Stop Coord. | FAX: 434-793-7129 *Satellite Center*

Martinsville

Patrick Henry Community College | P. O. Box 5311 645 Patriot Avenue, 24115 | 276-656-0331 | One-
Stop Contact: Denny Huff | FAX: 276-656-5490 *Comprehensive Center*

Stuart

Patrick County Workforce for Career & Adult Learning Center | 108 Blue Ridge Street, PO Box 346,
24171 | 276-694-6542 | One-Stop Contact: Kim Culler, Ex.Dir. | FAX: 276-694-6097 *Satellite Center*



Virginia Employment Commission Commonwealth of Virginia Dislocated Worker/Rapid Response Activities				
Rapid Response Activity	Program Year (July 1 through June 30)			
	2000	2001	2002	2003
WARN Notices Received	85	106	87	75
Workers Affected by WARN	15,597	18,945	12,364	11,155
Total Plant Closings/Mass Layoffs	130	171	146	175

Department of Business Assistance Workforce Services FY03-04 WIA Outcome Results October 6, 2004					
Fiscal Year	WIA Funding	Project Totals	Job Retraining Goal	Job Retraining Achieved	Percentage of Goal Achieved
2003	\$762,325	19	1,400	1,740	124%
2004	\$800,000	43	1,800	2,081	116%

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2004 annual report

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*The Virginia
Employment
Commission
is an equal
opportunity
employer
program.
Auxiliary aids
and services
are available
upon request to
individuals with
disabilities.*

**For more
information,
call:**

**Virginia
Employment
Commission
(804) 225-3070**

**Virginia
Community
College System
(804) 819-4945**



PO Box 1358
WIA Division, Room 121
Richmond, VA 23218

Phone: (804) 786-2171
Fax: (804) 225-2190
TTD/TTY: Call 711
(Voice Relay Center)
[http://www.vec.virginia.gov/
vecportal/vwc](http://www.vec.virginia.gov/vecportal/vwc)

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